

In the Claims:

- 1.(original) A method of softening water in a ware washing machine, wherein hard water is contacted with a water insoluble product added to the ware washing machine, the product containing a water-softening agent able to bind calcium ions,

characterised in that

the product has a different appearance after being contacted with the hard water than before the product is contacted with the hard water.
- 2.(original) A method as claimed in claim 1, wherein the machine is a clothes washing machine.
- 3.(currently amended) A method according to claim 1 ~~as claimed in any preceding claim~~, wherein the product is a sachet.
- 4.(currently amended) A method according to claim 1 ~~as claimed in any preceding claim~~, wherein the water-softening agent is water-insoluble.
- 5.(currently amended) A method according to ~~as claimed in~~ claim 4, wherein the water-softening agent is retained in the product throughout the method steps.
- 6.(currently amended) A method according to ~~as claimed in either claim 4 or claim 5~~, wherein the water-softening agent is a cation exchange resin.
- 7.(currently amended) A method according to claim 1 ~~as claimed in any preceding claim~~, wherein the product changes shape or size.

- 8.(currently amended) A method according to claim 1 ~~as claimed in any claim from 1 to 6~~, wherein the product changes opacity.
- 9.(original) A method of providing improved cleaning in a clothes washing machine, wherein a product containing a substantially water-insoluble water softening agent is located in the machine such that hard water flows through the product, thereby effecting the softening of the water in the machine
characterised in that
the product has a different appearance before being contacted with the hard water than after the product is contacted with the hard water.
- 10.(currently amended) A method according to claim 1 ~~as claimed in any preceding claim~~ wherein the product has an enclosing wall to retain the water-softening agent and the wall being permeable to the water and to components dissolved therein.
- 11.(original) A water softening product having an enclosing wall and containing a water-softening agent able to bind calcium ions, the wall permeable to the water and to components dissolved therein,
characterised in that
the product has a different appearance after being contacted with the hard water than before the product is contacted with the hard water.
- 12.(new) A method according to claim 2 wherein the product is a sachet.
- 13.(new) A method according to claim 5 wherein the water-softening agent is a cation exchange resin.
- 14.(new) A method of providing improved cleaning in a clothes washing machine, according to claim 9, wherein the water softening product has an enclosing wall

and contains a water-softening agent able to bind calcium ions, the wall permeable to the water and to components dissolved therein,

characterised in that

the product has a different appearance after being contacted with the hard water than before the product is contacted with the hard water.